

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	§	
Peter Tavernese JR.	§	
Serial No.: 09/745,305	§	Atty. Dkt. No.: 909310-US-NP (RWB)
	§	
Confirmation No.: 2060	§	Group Art Unit: 2614
	§	
Filed: December 21, 2001	§	Examiner: NGUYEN, QUYNH H
	§	
For: CUSTOMER SERVICE	§	
RESPONSE SYSTEM FOR	§	
INTERACTION WITH	§	
CUSTOMER SERVICE AGENTS	§	

**AMENDMENT AND REQUEST FOR CONTINUED EXAMINATION**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Madam:

**INTRODUCTORY COMMENTS**

In response to the Board of Patent Appeals and Interferences Decision mailed June 4, 2012, Applicant respectfully submits herewith the following Amendment, along with a Request for Continued Examination. Please amend the above-identified U.S. patent application as follows.

**Amendments to the Claims** are reflected in the listing of claims, which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 8 of this paper.